

*Protect and Connect*

# MSZ100

## Owner's Guide

*Congratulations on your purchase of the  
**MSZ100 Stolen Vehicle Recovery Unit.***

*This unit, along with the **Mobile Secure Zone Network**, are provided to work together to give you access to your vehicle's location and assist law enforcement for a speedy and safe recovery of your vehicle in the event of theft.*



Mobile Secure Zone **100**

The Mobile Secure Zone Network is committed to making your service experience as carefree as possible. We have made every effort to make your Owner's Guide clear and user-friendly. If you have any questions, please do not hesitate to contact us at: support@mobilesecurezone.com or by calling 1-888-466-5356.

# MSZ100



## Table of Contents:

About Your MSZ 100	3
Stolen Vehicle Call In	4
Enhanced Roadside Assistance	4
Registration for Secure Personal Tracking	5
Personal Vehicle Locating Process	5
Frequently Asked Questions	6, 7
Mounting the Antenna	8
Connecting Power to Unit	9
Mounting the Unit	9
System Wiring Diagram	10
Warranty Information	11

**MSZ100 Warranty Information** MSZ100 includes a one year parts and labor warranty. Please contact MSZ100 Customer Service at 1-888-466-5356 if you are concerned that your MSZ100 is not working properly. The MSZ100 warranty becomes void if the vehicle is involved in an accident. Please contact MSZ100 Customer Service at 1-888-466-5356 if you have been involved in an accident. Customer service will need to test your unit via the internet to ensure that the device is still working properly.

**IMPORTANT MESSAGE – PLEASE READ** The MSZ100 unit is provided for use in the 50 United States. It transmits and receives signals by cellular telephone and receives location signals from GPS satellites. Please be aware that cellular services are not available in all areas. GPS location services are not available and your location cannot be determined if there is not a clear line of sight between your vehicle and the satellite or the satellite signals are obstructed.



## Frequently Asked Questions

### How does the MSZ100 work?

The MSZ100 utilizes advanced GPS (Global Positioning System) technology to wirelessly monitor the location of your vehicle.

### Who installs the MSZ100?

Your purchase of the MSZ100 includes professional installation by a certified MSZ technician.

### What Services are included with the MSZ100?

- Stolen Vehicle Recovery
- Enhanced Roadside Assistance
- Personal Vehicle Tracking via the Internet

### What happens if my vehicle is stolen?

Contact the MSZ Monitoring Center immediately at 1-888-466-5356. MSZ operators will work with local law enforcement for an immediate recovery of your vehicle.

### What is “Enhanced Roadside Assistance?”

If your car breaks down and you are unaware of your location, you can contact the MSZ Monitoring Center at 1-888-466-5356. They will know who you are, where you are, and will transfer you to your current roadside assistance provider.

### Do I qualify for an insurance discount by having the MSZ100 in my vehicle?

Many insurance companies do offer premium discounts for theft recovery devices. We recommend that you contact your insurance agent to ask if you qualify for a discount.

### Are there any hidden costs?

One year of services are included with the purchase of the MSZ100. Six personal vehicle locates are included as well. Each personal vehicle locate after the initial six cost only 99¢ each.

### How do I track my vehicle on the Internet?

Go to [www.mobilesecurezone.com](http://www.mobilesecurezone.com)

If you are a first-time user, select **First Time User Set-Up Your Account**:

1. Input your 8 digit account number as listed on your MSZ contract.
2. Create a username and password (*password must be at least six alphanumeric characters*)
3. Select the **Update** button. You should now be able to log in with your user name and password.
4. Select the vehicle you would like to locate, and then select the **Locate** button.

Once vehicle is located, you can see its location on map or aerial photo, and can acquire directions to any destination.

If you have already created a username and password, simply go to [www.mobilesecurezone.com](http://www.mobilesecurezone.com), log on and select the vehicle you would like to locate.

### How long does it take to locate my vehicle over the Internet?

If your vehicle has an unobstructed view of the sky and you are in a known cellular area, the “locate” process can take as little as a few seconds, or up to one minute. (*The process can take longer for Dial-up Internet Service Provider users*)

### Why am I unable to locate my vehicle over the Internet?

There are generally only three reasons why you are unable to “locate” your vehicle:

1. The vehicle is currently in an area with poor cellular coverage.
2. The analog cellular channels in your area are currently full.
3. The vehicle may not have an unobstructed view of the sky.

## Frequently Asked Questions

### Does my car need to be running in order to view the vehicle's location?

No. The MSZ100 continuously draws a small amount of power from your vehicle's battery. If your battery is disconnected, the MSZ100 will not work until the battery is reconnected or charged.

### How long is my warranty?

The MSZ100 comes with a one year parts and labor warranty. The warranty becomes void if the vehicle is involved in an accident.

### What should I do if I am involved in an accident?

Contact MSZ customer service at 1-888-466-5356 and let them know that you were involved in an accident. They will run a diagnostics test over the Internet to ensure that the unit is still working properly. Make sure you report it to your insurance carrier if a replacement unit is required.

### Can the MSZ100 be installed on my existing car?

Yes, you can purchase MSZ100 for your existing vehicle by contacting the MSZ sales office at 1-800-557-1449.

### I purchased a car that is equipped with the MSZ100, how do I activate service?

Contact the MSZ sales office at 1-800-557-1449 to register the unit.

### I am selling my current vehicle; can I transfer the MSZ100 to my new vehicle?

Your MSZ100 unit is transferable to another vehicle. MSZ100 transfers carry a \$99 activation fee. MSZ100 transfers are also subject to un-installation and new installation charges. Please contact the MSZ sales office at 1-800-557-1449 to arrange the transfer and professional installation services.

### Can a car thief find my MSZ100 and disarm it?

The MSZ100 is very small and is hidden away in your vehicle. There are no stickers placed on the vehicle that inform the thief that there is a MSZ100 unit on board. These factors make it very difficult for a thief to beat the system.

### Is the MSZ100 an alarm system?

The MSZ100 is not an alarm system. It is a theft recovery and secure personal tracking device.

### What is the difference between the blue and green dot I see on my computer screen when my location is acquired?

The **green-dot** represents a real-time locate. The device was able to acquire a cellular connection as well as current longitude and latitude coordinate information. The unit has a unobstructed view of the satellites. The **blue-dot** represents old longitude and latitude coordinate information. The MSZ100 was able to acquire a cellular connection, but not real-time longitude and latitude information. When this occurs, the **blue-dot** represents last known location (longitude and latitude) data. The MSZ100 currently has an obstructed view of the satellites. The **blue-dot** scenario (old data) generally happens when a vehicle enters a covered parking structure. A blue dot will probably appear at the entrance to the parking structure, as that was the last point in which the MSZ100 had an unobstructed view of the satellites.

### What does it mean when I receive a Red-Dot – Vehicle Unavailable?

This means that the MSZ100 is in an area with poor cellular coverage and is currently not able to establish a connection.

## Mounting the Antenna

1. Locate area to mount dual-purpose antenna in the front underside of vehicle dashboard, or beneath rear deck below windshield. Antenna must not be co-located or used in conjunction with any other transmitter or antenna. Antenna placement should have visibility of the sky.

Antenna should be mounted in a horizontal position, with side that contains four cutouts facing towards the sky.

Fixed antenna position must maintain a separation distance of at least eight inches (20 cm) from all persons while the device is operating.

Antenna will receive signal through plastic, glass, cloth, or fiberglass, but NOT metal. Do not mount the antenna near radio, vehicle computer, or vehicle speakers.

*The installation instructions of the antenna must be followed in order to satisfy the FCC's operating requirement for meeting RF exposure guidelines.*

2. Route antenna cables to selected mount location with caution, keeping cables away from any moving parts or anything that may produce extreme heat. Loosely coil and tie excess cable with tie-wrap.

Secure antenna's fixed location position with tie-wraps and/or two-sided tape.

3. Hand tighten appropriate antenna cables into CELL and GPS labels on main unit. Do not tighten connectors with wrench.

White attached labels on end of antenna cables identify CELL and GPS antenna leads.

## Antenna Replacement

If replacing antenna, disconnect unit power before removing the antenna cable.

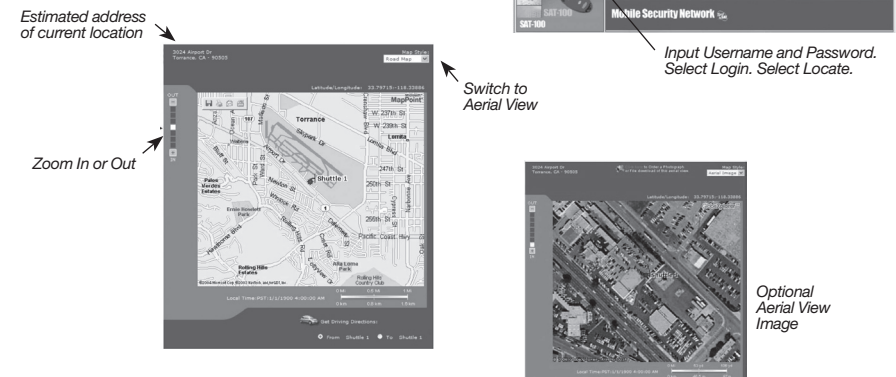
## Registration for Secure Personal Tracking

Please have your account number ready (*located on the upper right hand corner of your MSZ100 Subscription Service Agreement*). This will enable you to set up your user name and password log-in information.

1. Log on to [www.mobilesecurezone.com](http://www.mobilesecurezone.com)
2. Select **"First Time User? Set Up New Account"**
3. Enter your eight digit account number
4. Create your user-name and password (*password must be 6-8 alphanumeric characters*)
5. Select **Submit**. You can now go to customer log in, enter your chosen passwords, and perform a vehicle locate

## Personal Vehicle Locating Process

1. Log on to [www.mobilesecurezone.com](http://www.mobilesecurezone.com) and enter your User Name and Password
2. Select Locate (*Be patient, as the process can sometimes take up to one minute, depending on the speed of your modem*)
3. You can view your vehicle's location through a Road Map and/or an Aerial View
4. You can also retrieve directions to an from the vehicle's location



## Stolen Vehicle Call-In Procedures

### If your vehicle has been stolen:

1. Please refer to your MSZ100 Customer Card.
2. Contact the MSZ100 Monitoring Center at 1-888-466-5356 to report the theft.
3. Enter the following information:
  - A. Home Phone #, as shown on your MSZ100 SSA  
(*Subscription Service Agreement*) at time of purchase (xxx-xxx-xxxx)
  - B. Four Digit personal pin # (xxxx)
4. MSZ100 operators will work with you and local law enforcement for the immediate recovery of your vehicle

## Enhanced Roadside Assistance

The MSZ100 product includes Enhanced Roadside Assistance. If you are in need of roadside assistance, but you are unaware of your location, you can contact the MSZ100 call center. An MSZ100 operator will obtain your vehicle location and transfer the call along with your information to your roadside assistance provider.

### If you require “Enhanced Roadside Assistance” services:

1. Please refer to your MSZ100 Customer Card.
2. Contact the MSZ100 Monitoring Center at 1-888-466-5356.
3. Enter the following information:
  - A. Home Phone #, as shown on your MSZ100 SSA  
(*Subscription Service Agreement*) at time of purchase (xxx-xxx-xxxx)
  - B. Four Digit personal pin # (xxxx)

## Connecting Power to Unit

### Two-Pin Power Harness Connections

- RED – (+) 12 volt constant
- BLACK – Power ground

The MSZ100 unit requires a constant power source.

Recommended locations for constant power:

#### 1. Battery

- A. Red wire (+) to positive battery post
- B. Black wire (-) to negative battery post
- C. Red light will illuminate on unit when powered up.

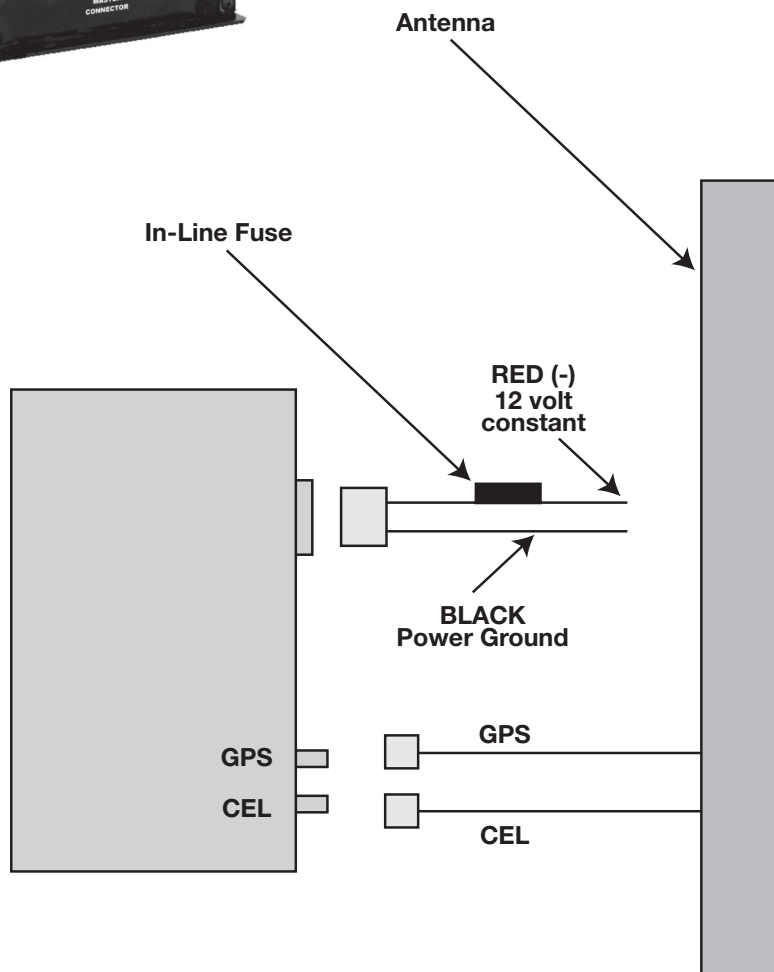
#### 2. Ignition Harness

- A. Use a multi-meter to locate a 12V constant source at the ignition harness and attach the red wire.
- B. Locate a paint-free area in the kick panel and ground the BLACK wire with a ring terminal using a self-tapping screw.
- C. Red light will illuminate on unit when powered up.

## Mounting the Unit

1. Securely fasten all wires using tie-straps every six to twelve inches.
2. Tie-wrap unit securely to prevent shifting during vehicle movement.
3. Avoid mounting unit in areas that may be subject to extreme heat.  
\* Do not mount unit under the hood (engine area).

## System Wiring Diagram



## About your MSZ100

The MSZ100 is a wireless, GPS enabled theft recovery product that is professionally installed in a hidden area in your vehicle. Once registered with the Mobile Secure Zone Monitoring Center, the customer is provided with:

### Theft Recovery

If your vehicle is stolen, the MSZ Monitoring Center works in conjunction with local law enforcement for an immediate recovery of your vehicle through GPS tracking services.

### Enhanced Roadside Assistance

Trouble on the road and not sure of your location? Simply contact the Mobile Secure Zone Monitoring Center and we will send immediate assistance to your exact location. The Monitoring Center will know who you are, where you are, and connect you to your roadside assistance provider.

### Secure Personal Locating

Want to make sure family members have arrived at their destination safely? With the Mobile Secure Zone real-time tracking feature, you can access your vehicle's location securely from the privacy of your personal computer. View your vehicle's location by map or aerial photo. You can even get directions to and from your car to any location.

The MSZ100 utilizes analog cellular telephone services and global positioning system (GPS) services and is subject to the limitations of such services. Further, the MSZ100 is only sold subject to a MSZ100 contract, which contains important disclosure information and full warranty, liability, and damage limitations. Please refer to that document for a complete disclosure of terms, limitations, and exclusions.

**CAUTION:** Changes or modifications to this product not expressly approved by PROCON, or operation of this product in any way other than as detailed by this Operating Guide, can void your authority to operate this product.